



## **Commonwealth Coordinated Care Plus (CCC Plus) Medicaid Managed Care Pharmacy Update October 18, 2017**

Beginning August 1, 2017, DMAS launched the CCC Plus Managed Care program for full Medicaid members who are either 65 or older, children or adults with disabilities, nursing facility residents, and those receiving services and supports through a home and community based waiver. CCC Plus is currently effective in the Tidewater, Central and Charlottesville/Western Regions. Roanoke/Alleghany and Southwest begin Nov 1, 2017. Northern VA and Winchester begin Dec 1, 2017. Medicaid mails an enrollment letter and program information to eligible members. The new CCC Plus program provides medical, behavioral health, substance use disorder, pharmacy services and long term services and supports services– all under one program. The program includes the additional benefit of a care coordinator assigned to each member. Detailed information on CCC Plus population of over 216,000 members, services, and regional implementation schedule is available on the [CCC Plus webpage](#).

Six Health Plans are participating in CCC Plus. Providers may contact Health Plan Provider Relations department to initiate a conversation about joining a network. See the [Contracting and Credentialing Contact Information](#) for the participating health plans.

### **CCC Plus Health Plans**

Aetna Better Health	<a href="https://www.aetnabetterhealth.com/virginia">https://www.aetnabetterhealth.com/virginia</a>
Anthem HealthKeepers Plus	<a href="https://mss.anthem.com/va/Pages/aboutus.aspx">https://mss.anthem.com/va/Pages/aboutus.aspx</a>
Magellan Complete Care of VA	<a href="http://www.mccofva.com/">http://www.mccofva.com/</a>
Optima Health Community Care	<a href="https://www.optimahealth.com/communitycare/Pages/default.aspx">https://www.optimahealth.com/communitycare/Pages/default.aspx</a>
UnitedHealthcare Community Plan	<a href="http://www.uhccommunityplan.com/">http://www.uhccommunityplan.com/</a>
Virginia Premier Health Plan	<a href="https://www.vapremier.com/">https://www.vapremier.com/</a>

DMAS and the health plans developed several tools to assist pharmacists with the transition to CCC Plus. Please visit the [CCC Plus Pharmacy webpage](#) to find information on how to bill each of the health plans.



CCC Plus Health Plan & PBM Help Desk Phone Number	RxBIN	RxPCN	Group
Aetna Better Health of VA 1-866-386-7882	610591	ADV	RX8837
Anthem HealthKeepers 1-855-323-4687	003858	A4	WQWA
United Healthcare 1-855-873-3493	610494	4444	ACUVA
Magellan Complete Care 1-800-424-4524	016523	62282	VAMLTSS
Optima Family Care 1-866-244-9113	610011	OHPMCAID	n/a
VA Premier 1-855-872-0005	009893	ROIRX	n/a

### **Medicaid Eligibility and CCC Plus Enrollment**

- ✓ Verification of a member's participation in CCC Plus can be done through the DMAS MediCall audio response system (1-800-884-9730 or 1-800-772-9996) or the DMAS web-based internet option, available on the [Virginia Medicaid Web Portal](#). As members are assigned to a CCC Plus health plan, the status of the enrollment is reflected in the DMAS member eligibility information data available on the 21st of every month for the first of the following month.
- ✓ CCC Plans health plans can process claims under either the member's Medicaid ID or the health plan ID number. *Pharmacies must use the member's Medicare ID number when submitting Medicare Part D claims.*
- ✓ If your claim is submitted as a Fee-For-Service claim and is denied by Magellan because the member is now enrolled in a CCC Plus plan, Magellan will return the name of the member's MCO, BIN, PCN and pharmacy helpdesk number, should you need to contact that plan to resolve member identification or eligibility issues. Claims for Virginia Medicaid members enrolled in managed care programs must be billed to the member's MCO. *Pharmacies must use the member's Medicare ID number when submitting Medicare Part D claims.*
- ✓ All items previously covered under Fee-For-Service Medicaid are covered in CCC Plus. If you are getting a reject on an item that was previously covered and cannot get the claim to process, you can call the MCO's Pharmacy Helpdesk on behalf of the member. *Please note that Medical supplies associated with the administration of insulin, (e.g., alcohol wipes and syringes) must be paid for under Part D, using the member's Medicare ID number.*



- ✓ If needed, a 72-hour emergency supply of a prescribed covered pharmacy service may be dispensed if the prescriber cannot readily provide authorization and the pharmacist, in his/her professional judgement consistent with the current standards of practice, believes that the Member's health would be compromised without the benefit of the drug.

**Virginia Medicaid Web Portal Screen Print**  
**Showing CCC Plus Enrollment and Health Plan Information**

**Eligibility Inquiry**  
Service Date From: 08/01/2017      Service Date To: 08/31/2017      Confirmation Number:

**Member Information**  
Name:       Date of Birth:       Member:       Member SSN:

**Benefit Plan**

Plan Description - CoPay Indicator	Plan From	Plan To	Provider ID	Provider Name	Provider Phone
MEDICAID FFS - C	08/01/2017	08/31/2017			
XIX CCCP TD	08/01/2017	08/31/2017	0247725788	UNITEDHEALTHCARE COMMUNITY PLAN	877-843-4366
MED CO & DED	08/01/2017	08/31/2017			

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**TPL Spans**

Carrier Code	Carrier Name	Coverage Type	CoPay Amount	Policy Number	Policy Begin Date	Policy End Date
00001	MEDICARE	47	0.00			12/31/9999
00001	MEDICARE	96	0.00			12/31/9999
00001	MEDICARE	88	0.00			12/31/9999

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**Patient Pay Information**

Begin Date	End Date	Patient Pay	Status
08/01/2017	08/31/2017	570.00	ACTIVE

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CoPay Amounts    Service Limits    Choose a Different Member

### CCC Plus Care Coordinator

If you or the member have questions or concerns, please use the following Care Coordination Phone line to get in touch with a Member's Care Coordinator.

CCC Plus Care Coordination					
Aetna	Anthem	Magellan	Optima	United HealthCare	VA Premier
1-855-652-8249 press #1 and ask for Care Coordinator	1-855-323-4687 Press #4	866-622-7982	757-552-8398 OR Toll Free 866-546-7924	877-843-4366	1-877-719-7358 Select option for Care Management

If you have questions or concerns about CCC Plus for the Department of Medical Assistance Services, please email the CCC Plus inbox, [cccplus@dmass.virginia.gov](mailto:cccplus@dmass.virginia.gov) for assistance.